



Status: ORIGINAL

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

2026-06-09

Regular School Board Meeting

CATEGORY: B. Board Members**DEPARTMENT:** Board Member - District 5

Agenda Item Number: B-2.

Consent or Open Item: Consent

Special Order: NO

Time for Special Order:

TITLE:**Districtwide Customer Service Action Plan****REQUESTED ACTION:**

Direct the Superintendent of Schools to conduct nationwide research of successful, data-driven customer service practices and develop a comprehensive, districtwide customer service action plan that establishes clear standards, training, and accountability across all levels of the organization, to be presented to the School Board no later than August 25, 2026. Holness

RATIONALE:

For the Requested Actions, Background/History, Alignment to the 2027 Goals and Guardrails, Measurable Outcomes(s)/Return on Investment, and Financial Impact, please see the Executive Summary.

EXHIBITS:

Executive Summary

FINANCIAL IMPACT:

There is no immediate financial impact associated with this item. Any costs associated with implementing the districtwide customer service action plan will be identified and presented to the School Board for consideration.

STRATEGIC PLAN ALIGNMENT:**Student Focus Outcomes****OR • Business Operations****BOARD ACTION:**

(For Official School Board Records Only)

SOURCE OF ADDITIONAL INFORMATION

Name: John J. Sullivan

Phone: 754-321-2616

Name:

Phone:

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

Senior Leader & Title

John J. Sullivan, Chief of Staff and Communications

Signature

John J. Sullivan, Chief of Staff and Communications Jun 8,

Electronic Signature

Form \$4189 Revised 7/24

HH/JJS

Approved in
Open Board
Meeting On:

June 9, 2026

By:

School Board Chair